

I would like to comment on the ten-minute rule. It is detrimental at times to the consumers - for example, when a consumer would be better served by an interpreter/agent with skills in interpreting in the legal arena or an interpreter/agent with skills in interpreting in the medical/surgical arena.

As to the pre-conferencing issue - it would definitely be to the consumers advantage if pre-conferencing is allowed as it would allow for smoother transitions and accuracy in communication.